

# Policy 13: Safeguarding Policy

Updated August 2019

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## Section 1:

### **What is the specific information about this Policy?**

#### **Are there any other relevant policies?**

The relevant policies are:

- All other Policies are relevant to this Policy.

#### **What is the Policy statement?**

We endorse this statement from the EYFS: *“Children learn best when they are healthy, safe and secure, when their individual needs are met, and when they have positive relationships with the adults caring for them”*. Additionally, we also endorse the statement from Working Together to Safeguard Children which states *“the child’s needs are paramount, and the needs and wishes of each child...should be put first, so that every child received the support they need”*.

#### **What is the staff responsibility for this policy?**

The Nursery Managers and Senior Management Team have responsibility for implementing this policy. All staff have a duty to implement this policy, and The Company Director oversees any issues.

#### **Who does this policy apply to?**

This policy applies to all members of the Nursery Community and other visitors.

#### **Who is responsible for monitoring this policy and staff?**

The Nursery Managers and Senior Management Team are DSL's and responsible for monitoring this policy. The senior member of staff on duty is responsible for the policy implementation. A Children-First (CF) Suitable Person, detailed in the Staffing Policy, will always be on site during Nursery opening hours. Should an emergency occur where this person is not available, the responsibility is with the next most senior staff member to contact the Company Director with all concerns. The CF Suitable Person status for all senior members of staff will be reviewed periodically through the appraisal process and training sessions to ensure suitability for the role. All staff who have contact with the children, whatever their designation, are responsible for implementing the policy. Temporary staff, students and those on probation must still abide by this policy, although their duties will be more restricted than permanent staff. Details of this will be in the Staffing Policy and later in this policy. The Company Director oversees monitoring of this policy.

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### **What is the procedure for policy review?**

This policy will be reviewed periodically. This policy is always reviewed at least annually. Reviews may be required as a result of research, training, statutory changes in child care, the children's needs, parental consultation, police advice, parents, or suggestions from courses attended by staff. The Company Director and the Nursery Managers are responsible for policy review.

### **What do we do if the law changes in any area?**

Research and training into the changes will potentially result in review. The Nursery will follow all legal requirements at all times. It is the Nursery Manager's responsibility to ensure the correct action is discussed with the Company Director and then implemented accordingly

### **Section 2:**

#### **What are the aims of the policy?**

This policy aims to ensure the nursery upholds this statement from the Early Years Foundation Stage (EYFS): "providers must take all necessary steps to keep children safe and well" and "providers must be alert to any issues of concern in the child's life at home or elsewhere" (page 16). The purpose of this policy is to ensure every part of a child's early years is as safe, secure, and happy as it can possibly be. This policy also follows the legislative statutory guidance of "Working Together to Safeguard Children", 2018 edition. The policy is designed to ensure all adults within the nursery understand the procedures and feel relaxed and confident about security and safeguarding of the children.

### **Section 3:**

#### **How do we safeguard children?**

#### **Who is responsible for safeguarding children?**

Safeguarding is everyone's responsibility but especially DSL's, Managers and CF Suitable People. Every Child Matters states.... "Safeguarding children means promoting children's safety and wellbeing so they achieve and develop in the best way they can." Children are helped to:

- Be healthy.
- Stay safe.
- Enjoy and achieve.
- Make a positive contribution.
- Achieve economic wellbeing.

The protection and welfare of children is central to care and education of young children. Every Nursery has a Designated Safeguarding Lead (DSL). Company policy is that the Nursery Manager is the Designated Safeguarding Lead and the Deputy Manager is the second Designated Safeguarding Lead. When a Nursery Manager or Deputy Manager is new to the company, they will not be the DSL for their first month of employment. In this case, the responsibility will fall upon the other person. Should both persons be new the company at the same time, then another manager within Children-First will be nominated in this role, with support from a senior staff member on site.

A Children-First Suitable Person, detailed in the Staffing Policy, will always be on site during Nursery opening hours. Should an emergency occur where this person is not available, the responsibility is with the next most senior staff member to contact the Company Director with all concerns. The Suitable Person status for all senior members of staff will be reviewed periodically through the appraisal process and training sessions to ensure suitability for the responsibility of the role. All staff who have contact with the children, whatever their designation, are responsible for implementing the policy. Temporary staff, students and those on probation must still abide by this policy, although their duties will be more restricted than permanent staff and long terms staff. Details of this will be in the Staffing Policy and later in this policy also.

#### **What is the difference between Safeguarding and Child Protection?**

Safeguarding and promoting the welfare of children is defined in Working Together to Safeguard Children as:

- protecting children from maltreatment,
- preventing impairment of children's health, wellbeing or development,
- ensuring children are growing up in circumstances consistent with the provision of safe and effective care,
- taking action to enable all children to have the best outcomes,

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Child protection is a part of safeguarding and promoting welfare. It refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm. Effective child protection is essential as part of wider work to safeguard and promote the welfare of children. However, all agencies and individuals should aim to proactively safeguard and promote the welfare of children so that the need for action to protect children from harm is reduced.

### **What safeguarding training does the Nursery provide?**

Before an employee starts at the setting, all staff must first complete the following training courses, scoring 100% on the exams at the end:

- Safeguarding Level 2
- Female Genital Mutilation (provided by the Home Office)
- Prevent Duty Training
- Food Hygiene Level 2
- Allergen Awareness
- Fire Awareness Level 2

Senior staff and CF Suitable People should be further trained and this should include: Level 3 Safeguarding and Fire Warden training. A Suitable Person must attend Local Authority 'Safeguarding Training for Designated Persons' as soon as possible. If this course is not running within one month of CF Suitable Person status being awarded then the Suitable Person must complete an online Level 3 training course. This is an interim measure, and the CF Suitable Person must still also attend a Local Authority training course as soon as possible. All staff undergo face-to-face Safeguarding refresher training at least every three years. Safeguarding is also covered in staff meetings at each setting, either as a topic or event occurs or as part of the regular training programme. Prevent Duty Training forms part of this training. As part of our Pre-Start Induction Policy new staff must read and understand the implications of this policy, staff can ask the Manager if they have any queries relating to this policy. Training received by a member of staff must be cascaded with to all staff at the next staff meeting. Training received by a Nursery Manager must be cascaded to the other Managers at the next Managers Meeting. Staff complete on line courses provided by the Government to learn about prevent and radicalisation.

### **What is important about entry, exit, fire exit and garden doors and gates?**

All doors can allow people to exit and enter the nursery and should be considered a safeguarding risk. Doors must be treated in the following ways:

- Garden gates must be secured at all times when children are using the garden, with due regard to ensure they can allow escape in case of fire.
- Garden gates must be secured at all times, except occasions when parents, visitors or staff are using them to enter or exit the building.
- Fire exit doors must be secured at all times during the day in such a manner that can allow exit in case of fire. Furniture must never be placed in front of these, even if this is on wheels or for a short space of time.
- Nursery door must be secured at all times and opened only to accept parents, children or visitors. It must never be left on the latch.
- Parents must not open the door for another person entering the building.
- Parents must always inform a member of staff that there is someone at the door.
- Service doors such as to the kitchen must be locked at all times except when being used and must not be left open whilst using the bins. This means that any team member using the kitchen door to reach the bins must close the door and enter the nursery via the main Nursery entrance.
- For nurseries where access into the Nursery is through the garden spaces, when children are using the gardens this access must be carefully supervised, and the gate separating children and from the main door must be shut before the main door is opened.

### **Section 4:**

#### **What is child protection and how do we safeguard children who may be suffering abuse?**

#### **What should we be concerned about?**

Children spend many waking hours in our Nurseries. They have special and close relationships with those people who look after them. Staff, students and volunteers in the nursery may be the first to notice any of the following which may signs of abuse and must be discussed with the DSL within the Nursery immediately:

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## What signs should we watch out for and listen for at Nursery and what are some signs of abuse?

Safeguarding children and being alert to types of abuse and signs and symptoms at Nursery is everyone's responsibility. This is not a comprehensive list and practitioners should use professional judgement should they have cause for concern for any other reason and report immediately to the DSL. Types of abuse can be inflicted actively or passively. Active types of child abuse include, violence, ill treatment, physical, sexual, abuse, verbal, exploitation or emotional abuse. Passive abuse includes neglect. Abuse of children and the symptoms of abuse are outlined below, but practitioners must be alert to other out of child's usual behaviour or comments, and report to the DSL immediately:

- Physical abuse: Bruising, burns, flinching when adults move suddenly, physical unexplained injuries, or inappropriate to explanation of injuries, excessive cuts or grazes. These signs on non-mobile babies are a source of even greater concern. See more below, about unusual accidents or incidents.
- Emotional, psychological and verbal abuse: A child may be or become withdrawn or quiet, perhaps tearful, have a glazed expression, be jumpy or clingy. There may be changes in peer relationships; the child may be always seeking to please or there may be other unusual behaviours. The child may adopt other attention seeking behaviour.
- Neglect: A child being unkempt, dirty, may be very hungry, have rashes or sores or illnesses without appropriate medical attention or treatment, may be smelly, dirty have un-brushed teeth or hair. Children who come to the Nursery continuously in heavily soiled or used nappies, ill-fitting or unclean clothing, inappropriate clothing for the weather outside, excessively tired, or similar potentially neglectful signs. Attempting to collect a young child without a car seat.
- Fabricated or induced illness: This is rare and occurs when a child a parent or carer, usually the child's biological mother, exaggerates or deliberately causes symptoms of illness in the child. It includes "Munchausen's syndrome by proxy". It includes persuading health care professionals that their child is ill, when they are healthy, exaggeration or lies about the child's symptoms, or deliberately causing illness, by using unnecessary medication or other substances.
- Domestic abuse can lead to types of abuse and neglect outlined above. Children exposed to parental conflict at home, even where violence is not present, this can lead to anxiety and stress, including forced marriage of parents or relatives where the home has conflict.
- Sexual abuse: Bruising, sexual role play, sore, swollen or dilated genitalia, itching around genitalia, tummy pains, sexual knowledge above their years, acting out with toys or in the home corner, other changes in behaviour and relationships with peers and adults in Nursery. Marks or bruises on non-mobile babies are especially concerning as they will be less likely to occur at this stage of development.
- Female Genital Mutilation: Normally a child will be taken on an extended holiday, or be away from the setting due to a family members visiting. Upon return the child's demeanour may have changed, she may start wetting herself, spending more time in the bathroom, going to the bathroom more often, they may contract frequent urine infections and the child may talk about a special event or special time in her life. If a member of staff has any concerns, they must speak to the Designated Lead who will take advice from the Family Operations Hub at Queens Nurseries, Hackney Children's Social Care Independent Place Nursery. The Nursery has a legal obligation to report any concerns as outlined in The Serious Crime Act 2015.
- Binding breasts of young females to make them appear less developed and reduce chances of rape or early marriage. Unlikely with very young children, but siblings or other relatives may suffer this.
- Exploitation: A child being required to work or being exploited in other ways which may fall within The Modern Slavery Act 2015, possibly relevant but more possibly relevant to older siblings or relatives.
- Internet or technology: Inappropriate access by a child to IT and access to inappropriate access to adult devises and therefore, websites, grooming, pornography, photos, images, media social media, unsafe chat rooms. Inappropriate communication or sexting.
- Complex, organised or multiple abuses: covers circumstances which may involve a number of abusers and, or a number of children. The term refers to the abuse of children over long periods of time. Complex abuse investigations require thorough planning and may require the information of dedicated teams of professionals from both the police and children's social care for the purpose of the investigation.
- Ideological harm, radicalization and extremism: This is not an accepted category of abuse in their own right. The vulnerability of children to being seduced by extreme ideological positions is something we take very seriously. Radicalization refers to the process by which a person comes to support terrorism or

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forms of extremism. Consistent with the requirement to promote fundamental British Values, all staff have a statutory duty to have due regard to the need to prevent children from being drawn into terrorism. We take guidance from the Government's Prevent strategy, which aims to ensure that vulnerable children of any faith, ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism. This depends on effective communication and co-operation between staff, individuals, and their families and, where appropriate, the Local Authority and other agencies.

- Unusual or peculiar accidents, or frequent accidents and unusual incidents: If a parent or team member reports an unusual accident or incident or a review of accident or incident reports shows involvement of one team member, team members continuously or without witnesses. Immediate action must be taken. The LADO must be contacted if CCTV reveals something quickly. If an explanation cannot be found on CCTV for more than 5 minutes contact the LADO and search the CCTV after reporting, until the accident or incident is located and report back to the LADO. The LADO's advice must be followed and parents must be informed as urgently as possible. An unusual or peculiar accident is one that red flags in the mind. The child must be examined immediately for injury to assess whether everything makes sense in terms of the verbal reports and the accident or incident forms.
- Delays in reporting an accident or incident involving a sole team member or team members: It is company policy for staff to report accidents to a senior team member and apply first aid and inform parents immediately of specific accidents. Any delay in reporting an accident or incident in which a child is injured is highly suspicious and requires professional advice. This must be reported to the LADO immediately. This constitutes a gross disciplinary offence.
- Delays in administering first aid caused by not reporting an accident or incident in which a child is injured: It is company policy to deliver first aid to a child as soon as possible after an accident or incident where a child is injured. Any delay in this must be reported to the LADO and at the same time as reporting above. This constitutes a gross disciplinary offence.

It is essential to remember that some children show no signs of being abused, especially if the Nursery is their "safe place". Practitioners must also bear in mind that there are often overlaps between abuse types when a child is being abused. Practitioners must also be alert to concerns regarding colleagues practice in Nursery and any red flags, such as unusual or peculiar incidents and accidents must be reported immediately to the DSL on duty.

## **What type of people are abusers?**

The following is not an exhaustive list, a child abuser may be anyone. A child abuser can be a parent, step parent, guardian, grandparent, aunt, uncle or other relative, friend of the family, child carer, and member of staff or a student. Staff must ensure they do not discount a person causing concern for any reason, including relationship to the child or job role. If there are concerns about potential abuse always report to a DSL.

## **What must staff do if a child discloses about abuse involving a team member?**

You must be sensitive, sit and listen and tell the child you are going to tell someone else. Immediately report your conversation to the senior on duty. The LADO must be contacted immediately for advice and all advice given must be carefully followed. Solicitors must be contacted. It is NOT the staff job role to interview the child, this must only be done by the social worker or police. You must only discuss this with the DSL or on their absence the Deputy DSL. An immediate report must be made to the relevant people. A written report of the disclosure should be made as soon as possible after the disclosure and must not be discussed with other team members.

## **What does Nursery do if child abuse is suspected at home by family or friends?**

Children's Social Care closest to where the child lives must be contacted immediately. If there is no response another Area Office must be contacted. The contact details for Queens Nurseries is The Family Operations hub 03456037627. The contact details for Independent Place Nursery is Duty Social Work Team, Children's Social Care **0208 356 5500**. The senior member of staff must contact the Nursery Director immediately after contacting the relevant professional team. This Advice may include the following; If suspected abuse is confirmed we must contact the parent immediately and inform them of our intentions unless it is deemed this will place the child at greater risk of harm. (Section 17 Children Act 1989).

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All senior staff must be aware of the incident and or concern and the agreement for action made with Children's Social Care. Confidentiality is essential. The senior member of staff on duty at the time and dealing with the incident must stay on duty for as long as required. The Manager will complete a referral letter to send to social services within 24 hours of the call. A SIF must be created.

### **What does the Nursery do if very serious abuse is suspected at home by family or friends?**

In cases of serious alleged abuse with evidence of sexual abuse, significant harm or physical abuse it is essential make an immediate referral to services above and take advice about the police. WITHOUT PARENT CONSENT (Section 47 Children Act 1989) It may be necessary to call an ambulance. Two members of staff must accompany the child, they must be the Manager or Deputy and a senior member of staff to whom the child is close. The members of staff accompanying the child must take a photocopy of the child's emergency contact details and birth certificate. The originals must stay at the Nursery. This will usually be:

- The name, address and age of the child,
- The concern, details, dates and times of any incident,
- All information given by the child, parent or any other party such as authorised collectors.
- Any known relevant history.

### **What records must be kept?**

The Nursery Manager is responsible for overseeing record keeping. Every concern must be reported to the DSL on duty and recorded. The written record must be on the computer or in ink and include the following:

- name of child,
- date and time the concern or disclosure was noted,
- the senior member of staff to whom the concern was reported,
- the type of concern e.g. what marks were noted, where on the body, or what exactly was said, and what was the stimulus for the disclosure, or a full description of the incident, any other cause for concern,
- record of any discussions with parents or guardians or carers,
- circulation of written record,
- Details of all discussions and emails with the LADO.
- Children's Social Care where the concern was reported, the name of the Duty Social Worker to whom the concern was reported, the date and time the report was made to the Social Worker,
- The agreed actions with the Children's Safeguarding Officer at the Area Office and the person responsible for the agreed actions,
- The record must be signed and dated by both members of staff involved in the report, their names must also be printed,
- Manager to complete referral letter.
- The record must be kept for a period of five years after the child has left the Nursery.

### **How do we support staff?**

Dealing with child abuse is challenging and distressing. The Nursery Manager will debrief any member of staff involved in dealing with child abuse. The Nursery will request that a social worker will offer support to any distressed member of staff or it may be suggested that the staff affected visit their GP. The Company may employ a professional counsellor.

### **What do we need to do in relation to parents?**

Parents are directed to this policy and other policies on the nursery website by the nursery manager and this is also detailed in the Welcome Pack during their visit or pre start. Parents must be informed by the Nursery Manager if there are any concerns regarding a child's welfare. The Parent must be informed of what the concerns are. This will ensure that there are no misunderstandings. The Parent must be aware of our responsibilities to the child. The Manager or senior member of staff must be available to discuss issues with parents. In the event of a child being taken to hospital following suspected abuse, a decision must be made with Children's Social Care over who will inform the parents. This would usually be done immediately. Parents may not take responsibility for a child who is not their child within the Nursery environment

### **What is the role of the police?**

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After speaking to Children's Social Care the police would usually become involved. Officers may wish to interview the child, siblings, family members, nursery staff and any other person involved with the child. Staff must fully cooperate with the investigation. All arrangements will be made by the Manager in consultation with the police. Police Officers will sometimes talk to older children about, 'Stranger Danger' within the Nursery if available. This is a valuable learning experience for our Pre-School children before they go to school. Children should follow this up by creating their own risk assessments for examples such as:

- Crossing the road,
- Talking to strangers
- Accepting gifts from strangers
- Being invited to a fast meal
- Getting into a strangers car on the pretence of a treat.
- Meeting a dog in the park or whilst outside the home and being asked by the person to come and play with the dog and go for a walk with the dog.

### **What is the parent role?**

If any accident happens at home or outside the nursery a pre-existing injury form must be completed before a parent leaves the premises.

### **What is the role of others?**

Anyone can refer a child if they suspect a child is being abused or is being exposed to extremist or radical views this includes local authorities, health authorities, local education authorities and any authorised person.

### **What are safe working practices to protect children?**

The following procedures apply:

- All staff must have a DBS completed by their main Nursery base. These are renewed every three years if they have been in continuous employment with Children First Nurseries.
- Agency staff must be used from a reputable agency which insists on up to date DBS's before sending out agency staff. The Manager must request a copy of the agency staff members DBS on booking.
- Students must never change nappies or take part in personal care routines. If this is required as part of a course assessment, this must be discussed directly with the Nursery Manager.
- Students must have a DBS check by their college before starting at the Nursery. The Nursery Manager must take a photocopy of this for the student file, along with their photo ID and completed paperwork.
- Students must not enter into any babysitting arrangement with parents or guardians or carers.
- All DBS checks must be returned before a staff or student starts at the nursery.
- All staff must report any concerns they have about another member of staff, student or temporary staff member to the Manager, who will conduct a full investigation under our Conduct Requirements and Disciplinary Policy.
- Visitors must not be allowed into the Nursery without an appointment.
- Professional visitors must carry personal identification, this must be requested and checked.
- Our child collection Policy must be adhered to.
- Staff must not carry mobile phones, or personal cameras in bum bags or pockets. Personal mobiles and cameras must be kept in the mobile phone safes, whilst staff are on duty. These must be signed in and out accordingly.
- Visitors and parents must not use mobiles phones whilst on the nursery premises. Visitors or parents staying in the nursery for an extended period of time MUST leave their phone or camera in the office.
- For special occasions such as the Christmas Concert and many Nursery events throughout the year, parents will need to sign a permission form on entrance to the Nursery allowing the use of a cameras, camera phones and video recorders by parents.
- Only technology such as personal iPads and laptops can be used at the manager's discretion and only on staff breaks OUTSIDE of the children's rooms.
- Nursery cameras and Eylog tablets are in use throughout the day to capture those special development moments for each child's development profile. All images are stored on a password protected computer in the Manager's office.
- Maintenance contractors and other visitors must be accompanied at all times by a member of staff, they must not be allowed to be alone at any time with a child, or allowed in the bathroom while children are using the bathroom.

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- Children must be supervised at all times
- All staff working in the Nursery must have a duty of care to all of the children.
- Safeguarding children from harm of any kind is everyone's responsibility.
- There will be as much no lone working practices to safeguard children and staff as possible.

## **Are staff allowed to care for children out of hours?**

Staff at the nursery are allowed to care for children attending the nursery out of hours providing it does not conflict with nursery duties. This is not a requirement of staff, but a voluntary agreement entered in to between the member of staff and the parents involved. All arrangements of this kind must be made out of hours. The Nursery accepts no responsibility or liability for these arrangements, what happens within them, or the individual requirements of the children during these times. Staff are **not** permitted to take children into their personal car unless Nanny Insurance has been purchased, a copy of which must be kept in the nursery and updated annually or each and every time the policy expires. There are no exceptions to this instruction. Both parents and staff must complete an 'Out of Hours Care Form' prior to any arrangements. These forms are attached to the Parent Partnership Policy. A copy will be stored in the child's personal file. Staff may not care for children out of Nursery hours at any time if the care or relationship conflict with the interests of the nursery, its children, other members of staff, or Children-First. Any such concerns must be brought immediately to the attention of the Manager so that a decision can be made as to whether there is a conflict of interests. The Nursery Director must be informed of all concerns. Where there has been a conflict of interests, staff are not permitted to babysit. If the conflict continues then disciplinary proceedings may follow.

## **What happens if there is suspected abuse from a member of Staff?**

When the abuse suspected or alleged is by a member of staff the matter must be reported to the Local Authority Designated Officer (LADO) immediately always within 24 hours. If the LADO is out of hours you must contact the out of hours team before contact with the solicitors and advice followed. CCTV footage must be downloaded reviewed and saved. The LADO contact is **03330 139 797** for Queens Nurseries and **0208 356 4569** for Independent Place Nursery. The LADO will advise on what action to take next. This is a very serious issue. Any member of staff suspected of abuse will be suspended, pending an investigation by the Safeguarding Officer, Ofsted, and Police. An investigation must not be done by the nursery unless as part of the wider investigation. Continuous contact with the LADO will ensure the best outcomes for the child or children. OFSTED must be informed within 14 days of the allegation preferably as soon as possible. The parents of the child and, or children involved must also be kept fully informed. The staff member accused of abuse will be supported by the Nursery during the suspension and investigation. The Nursery Director must be kept informed of any such issues. If the allegation was founded the staff member would be dismissed and a referral would be made to the DBS. If the allegation was unfounded then the staff member would be able to return to work and would be supported by management and senior staff.

## **How important is confidentiality?**

Confidentiality is essential. Parents, legal carers, guardians have the right to see all information that is held on file about their child. Senior staff and the child's Key Worker must also have full knowledge of the concerns in order to protect the child's welfare. Sensitive information such as this must be kept in the filing cabinets which are locked at night. Staff must only be informed on a need to know basis. Breach of confidentiality in such matters is a disciplinary issue.

## **What is senior staff responsibility?**

Any concerns must be reported to the Manager, Deputy Manager or most senior member of staff on duty. Such concerns must be reported to the Nursery Director. The senior member of staff on duty must report concerns to the LADO regarding a team member or volunteer immediately or as soon as possible. The contact details can be found above and on in the Nursery Office. All concerns must also be reported to OFSTED without delay. It is a statutory requirement to adhere to the above directions. If a child is known to be on a Child Protection Plan we can contact the child's Social Worker with any concerns or advice at any time.

## **Section 3.**

### **How is intimate care provided?**

### **What does intimate care mean?**



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Intimate care covers; toilet training, toileting, nappy changing, changing of children's clothes, applying sun cream and or any other body creams and washing or bathing children after sickness and or diarrhea. Staff who provide intimate care must have; undergone an enhanced DBS, which has been carried out by Children First, been referenced with background checks and also been with employed by the company for an amount of time that the management team deems.

### **What is the nappy changing process?**

Staff are trained on how to change nappies, and instructed that only the child's own nappies, wipes and creams brought in by their parents must be used. If a child does not have any nappies then the Nursery will provide either a Nursery nappy or the nursery will purchase a packet of nappies and a charge will be put on the child's account. Our nappy routine is as follows:

1. Staff member will take the child over to the nappy changing mat with a nappy, wipes and any cream.
2. Staff members must put on a disposable apron and two disposable gloves, one on each hand.
3. Children must be asked if they would like their nappy changed, and if they are engaged in something, either persuaded to if the nappy needs changing urgently, or changed a little later.
4. The child will then be placed upon the clean mat ready for changing.
5. Any clothes and shoes will be removed, along with the soiled or wet nappy
6. The staff member will then use wipes or cotton wool to clean the child using the front to back wiping method.
7. Once clean the soiled nappy, wipes and staff gloves will be placed in a nappy sack.
8. A fresh pair of gloves must be worn when applying any cream.
9. A clean nappy can now be fitted, replacing clothes and shoes.
10. The child can then be safely lifted down from the mat.
11. Remove apron and place in the bin along with the nappy sack.
12. Staff member must then clean the changing mat with antibacterial spray and paper towels.
13. Staff member must also wash their hands before repeating the process for another child.

### **What about toilet training?**

Toilet training starts when the parent and nursery feel the child is ready. The same hygiene requirements are required for staff helping children with toileting at the early stages as apply to nappies. Children must be taught to wash their hands. More information can be found in the Health Policy and Parent Partnership Policy. Older children can create their own risk assessments in relation to the washing of their hands after using the toilet.

### **Section 6:**

#### **What about child collection?**

##### **What is the procedure statement?**

This is very important as children's safety and protection are paramount and central to the care we provide. The Nursery has a great responsibility for children's security. Our Nursery environment must be secure and allow only those people authorised by the Parent to collect a child. The guiding principal is always: IF IN DOUBT SAY PLEASE WAIT WHILE I CONTACT THE PARENT. Those who have legitimate authority to collect the child will have the child's best interests at heart and will be patient.

##### **What is the parent's role in relation to child collection?**

Parents are responsible for ensuring that the Enrolment Form is up to date, photographs of authorised collectors are supplied and that the password is known by those who may collect the child. Parents must keep us informed of legal issues such as guardianship and court orders. There is a section on the Enrolment Form for this and the Nursery sends out regular update forms. Parents must inform us in advance if they are sending another collector for emergency collection - this person must be given the password by the parent. If a parent requests that the other mum or dad is not to be an authorised collector for any reason we are unable to apply this if both parents are named on the birth certificate unless you have an injunction or court order. Parents and managers share a partnership to ensure that all contact details for authorised collectors are completed up to date and correct.

##### **Who is an 'Authorised or Regular Collector'?**

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An Authorised Collector is a person who the Parent has given consent to collect the child. There are two spaces on the enrolment for photos and contact details of such people. Parents may wish to add other people to their list of authorised people or have an occasional authorised collector. At all times we must be informed in advance by email, a phone call is not sufficient. The collector must have the password. Additional permanent authorised collectors can be added to the child's file using the form attached.

### What is the 'Authorised and Regular Collectors, Collection Forms' for?

If the parent informs of a collection by a person other than themselves the parent must record it on the 'Authorised Collector Form'. The password is never written on here. The collector must have the password for collection and this must be checked by a senior member of staff on the child's confidential records.

### Who may collect a child from the Nursery?

The following people can collect children from the Nursery:

- Parents as indicated on the Enrolment Form
- Authorised and Regular Collectors for whom we have information and who are indicated on the collection form.
- A person who we have been told about in advance, who is recorded on the collection form, who arrives at the correct time with the password. The password must not be written on the collection form.

### Who may not collect a child?

The following people may not collect a child:

- A person who we have not been informed of in advance.
- A person who is not an authorised collector.
- A person who does not know the child's password.
- A person with a court order not allowing them to have contact with the child.
- A person who the parent has removed from the authorised collector list.
- A person who the parent has informed us may not collect the child.
- A person under the age of 18, unless the parent or parents themselves are under 18.

### What do we do if somebody arrives to collect the child without us being informed in advance?

The senior member of staff on duty is responsible for the following course of action:

1. A telephone call by a senior member of staff who knows the parents voice must be made, preferably to a land line.
2. The parent must assure us that they have sent a collector and immediately send an email.
3. The parent must communicate with the collector and give them the password.
4. The parent must email a photograph of the person collecting to ensure the staff are sure it is the correct person to release the child to.
5. The parent must then confirm that they know this person and then assure us that they are authorised.
6. We remind the Parent of the Nursery collection Policy and safeguarding.
7. The collector must give us the password.
8. The child can then be collected.
9. An email is sent to the parent confirming receipt of the data and a link for this policy on the website is sent to the Policy parent concerned.
10. A record of the collection will be made on the child's file and copy of the email.

### What does the senior member of staff do if they are unable to contact the parent and we have not been informed of collection in advance?

We **do not** allow collection until contact has been made and permission has been given, following the procedure above.

### What must happen if a forcible attempt is made to remove a child or a collector becomes aggressive?

If a forcible attempt is made to remove the child from the Nursery, the senior member of staff must:

1. Prevent the removal only to the extent that neither you nor the child is injured.
2. Call to another senior member of staff to ring the police immediately on 999, explaining the situation quietly and calmly and asking for urgent assistance, remembering to give the address.
3. Ask the person who telephoned the Police to ring the Parents urgently to inform them of the incident.
4. Other staff to remove other children from the area quietly and calmly.

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### **What will happen if somebody breaches the child collection procedure?**

The child's safety and protection are paramount. Breach of the Policy will jeopardize this safety and safeguarding. An immediate report will be made to the LADO if a staff member is involved or to social care regarding all other instances and there will potentially be police involvement, DBS and Ofsted reports. Disciplinary processes will be followed.

### **What happens if a child is not collected from the Nursery when we close?**

We understand that, from time to time, parents may get held up or run late. It is a requirement in the Parent Partnership Policy, that they inform us whenever possible if they know this is going to happen, or inform us that lateness is going to occur. The Children Act 1989 states, the Nursery, "must have procedures to be followed in the event of ..... a parent failing to collect a child". This procedure child is not collected 2 members of staff must wait on the premises to care for the child. One member of staff must be a senior member of staff and a, 'CF Suitable Person'. If the collector has not arrived within five minutes after closure, or after the usual collection time, session or agreed contractual hours, then the senior member of staff must try to contact parents or authorised collectors and arrange collection with a parent or authorised collector. If after two hours no contact has been made the senior member of staff must contact Social Services and ask to speak to the Duty Social Worker and follow their directions. The Nursery Director must be informed.

### **Does the Manager have any other responsibility in relation to child collection?**

The Manager is responsible for the following actions such as:

- Updating contact information for parents.
- Court order, guardianship, collectors and authorised people information.
- Disseminating confidential information to senior staff.
- Ensuring that all staff know who is allowed or not allowed to collect the child.

## **Section 7:**

### **What happens if a child is lost?**

#### **What does Nursery do when a child is lost?**

This procedure applies if a child is lost within the Nursery; there is an additional procedure if a child is lost on an outing in the Outings Procedures in the Safety Policy.

The following procedure must be adhered to:

- The senior member of staff on duty searches the Nursery, garden, toilets to locate the child, double checking all unlikely places as well as the obvious ones.
- At the same time the room leader searches the Nursery in a different order to attempt to locate the missing child as soon as possible.
- If the child is not located the perimeter of the building and the local area is checked whilst all secure doors and windows are checked in the Nursery.
- If the child is not found the Parents and the Police must be contacted at the same time using two phones.
- A calm purposeful atmosphere must be maintained in the Nursery AND the children must continue with their usual activities.
- Once the Parents and the Police have been informed the senior member of staff on duty must inform the Company Director.
- The senior member of staff must continue to search the Nursery and the close vicinity of the Nursery.
- Ofsted must be informed by the Nursery Manager within 14 days of the incident and a SIF must be started
- There will be a full investigation by the Nursery Manager, who will inform the Nursery Company Director of the outcomes.
- Staff disciplinary processes may be followed.

### **How do we prevent losing a child?**

There are many procedures in place to prevent losing a child within the premises. The following procedures must be adhered to:

- Every time the group's transition to a different part of the Nursery, e.g. the garden, a head count must be completed.

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- Child safety gates are fitted within each room to ensure children do not leave the room, it is staff and visitor's responsibility to ensure these are closed at all times.
- When children arrive at Nursery they are signed in immediately and signed out once they are collected.
- Staff must carry out regular headcounts throughout the day.
- Thorough hand overs must be given to staff members joining the room, such as evening cover, part way through the day to ensure they are aware of how many children are present at that time.

## Section 6:

### **What is the Critical Incident Procedure and how are Ofsted and the LADO involved?**

#### **What is a critical incident?**

An incident becomes a critical incident when it creates a serious disruption arising with little or no warning on a scale beyond the coping capacity of the Nursery operating under normal circumstances and requires assistance from the emergency services, or the Local Authority, the LADO or Ofsted. Examples of critical incidents impacting on the nursery could include but is not limited to:

- Death or serious injury as a result of violence, accident, self-harm and, or sudden traumatic illness.
- Child protection incident, individual or collective.
- Lower attendance due to specific events, for e.g. Outbreak of epidemic illness or food poisoning.
- Major fire.
- Building collapse.
- Natural disaster, e.g. flooding.
- Terrorism.
- Missing or lost person including abduction.
- Attempt to remove a child by an unsuitable or unauthorized collector.
- Intense media interest from incidents such as these listed.
- Environmental factors, e.g. Loss of heating, sanitation problems, water.

Examples of critical incidents can occur:

- In the Nursery including outdoor areas and car parking areas during business hours.
- In a vehicle used to transport children, e.g. bus.
- Whilst the children and staff are taking part in activities away from the setting, e.g. trips and outings
- Within the local community.

#### **What measures do we have in place to help minimize risk?**

The Nursery is not unable to plan for every eventuality. There are several preventative and precautionary measures that must be understood and practiced by all staff to help minimize the risk, these are as follows:

- All staff and children to be aware and well-practiced with regards to evacuation procedures for fire.
- Staff need to be aware and follow procedures for dealing with emergencies.
- Staff, children and parents must be aware of the settings security procedures; this includes recording all visitors to the setting, checking identification. All visitors must be accompanied by a member of staff at all times.
- When engaging in trips and, or outings a risk assessment must be implemented. This must include appropriate adult to child ratios and circumstances where this may be exceeded, along with adequate parental consent.
- All children, staff and visitors must be signed in and out of the setting.
- Staff must have a thorough understanding of each child's medical, allergy and health needs.
- Staff must be aware and adhere to internal and external safeguarding procedures, this must include how staff understand the importance of safeguarding themselves whilst in and away from the setting.
- Staff must respect laws and procedures concerning confidentiality, sensitivity, data protection and privacy.

#### **What happens if a critical incident takes place?**

If a critical incident takes place there are a number of steps the Nursery must follow to ensure we are completing what needs to happen, the steps are:

- Contact relevant emergency services. In order to ensure this happens appropriately all staff must know the contact details for emergency services, and if not in the setting the place where the incident has happened.

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- Contact Nursery Director, and Coordinator as soon as possible.
- If on a visit or outing, make arrangements to return other children and staff to the safety of the setting.
- When appropriate, or safe to do so, complete an incident log to include: all persons involved, date and time of the incident and any actions taken.
- Contact Ofsted and any other appropriate agencies to report the significant incident.
- Open an ongoing log of events, a chronology or time line.
- Contact families of child, adults and staff involved in the incident.
- Keep an evacuation and outings bag which includes lists of all children and staff contact numbers, updated monthly by the health and safety officer of the nursery.
- Designate a member of senior staff to make contact with the parents, ensuring this person has appropriate information to share with families appropriate contact numbers, e.g. the phone number of the hospital and address.
- Check that families have the correct immediate support.
- Create a timeline.
- Create a SIF.
- The incident must be reviewed so that a decision about contacting the LADO and, or Ofsted are informed.
- Consider whether disciplinary action is required.

### **What does Nursery need to notify Ofsted about?**

We must notify Ofsted about:

- The death of a child while on the premises, or later, as the result of something that happened while the child was in our care.
- Serious injuries, please see the section below for the definition of serious injuries.
- Incidents where a child in our care is taken to hospital, to an Accident and Emergency Department for more than 24 hours, either directly from our provision, or later, as the result of something that happened while the child was in our care.
- Any significant event which is likely to affect the suitability to care for children.

### **What does Ofsted deem a serious incident?**

- Broken bones or fracture.
- Child abuse.
- Loss of consciousness.
- Pain that is not relieved by pain killers.
- Acute confused state.
- Persistent, severe chest pain or breathing difficulties.
- Amputation.
- Dislocation on any major joint including the shoulder, hip, knee, elbow or spine.
- Loss of sight, temporary or permanent.
- Chemical or hot metal burn to the eye or any penetrating injury to the eye.
- Injury resulting from an electrical shock or electrical burn leading to unconsciousness. Or requiring resuscitation or admittance to hospital for more than 24 hours.
- Any other injury leading to hypothermia, heat induced illness or unconsciousness; or requiring resuscitation or requiring admittance to hospital for more than 24 hours.
- Unconsciousness caused by asphyxia, strangulation, exposure to harmful substance or biological agents.
- Medical treatment or loss of consciousness arising from absorption of any substance by inhalation or ingestion or through the skin.
- Medical treatment where there is reason to believe that this resulted from exposure to a biological agent, or it's toxins, or infected material.

### **How and when does the Nursery notify Ofsted?**

We must inform Ofsted if a serious accident, injury or death occurs in our setting as soon as we reasonably can, and in all cases, within the statutory 14 days of the incident. We should also notify our local child protection agency **0114 2734450** this should be done at the same time as contacting Ofsted. The quickest and easiest way to notify Ofsted is to telephone on **0300 123 1231**. Details of the phone call and person

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spoken to must be emailed to the Nursery Director and logged on the SIF. Ofsted will ask some questions about the incident including when and where it happened, and the details of what happened. They will also ask for personal details, for example the name and age of the child or children involved; details of any other people involved. Ofsted will ask to put the information in writing to them. Ofsted keep a record of all information given to them, whether this is given by telephone or in writing. This information may need to be shared with other agencies that have duties in relation to the incident. Agencies that may need to be contacted are the LADO, the local authority, environmental health departments. Our setting is on the Early Years Register and we endeavour to report as soon as possible, however, we would be committing an offence by not notifying Ofsted within 14 days.

### **Additional Authorised Collectors Form**

**If you would like a regular known person to collect your child such as an au pair, relative or Grandparent. Please complete this form**

**This form is to be copied for use in the Nursery**

Name of Child \_\_\_\_\_

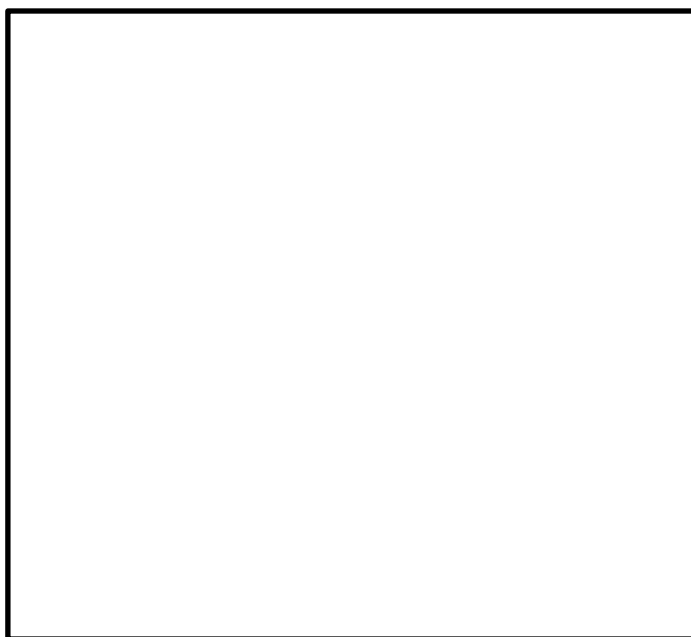
Name of Authorised Collector \_\_\_\_\_

Mobile Phone Number of Collector \_\_\_\_\_

Daytime Telephone Number of Collector \_\_\_\_\_

Email address of Collector \_\_\_\_\_

Photo of Authorised Collector



Parent's name \_\_\_\_\_

Parent's signature \_\_\_\_\_

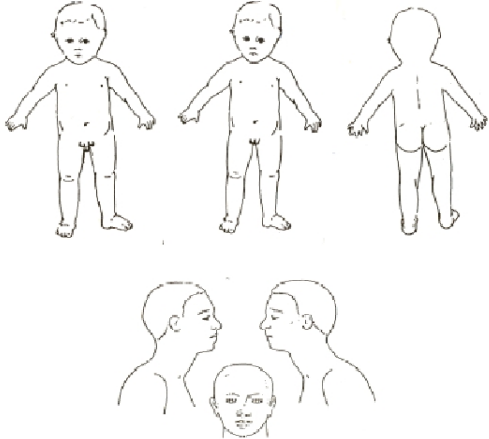
Date \_\_\_\_\_

**This form must then be added to the child's file for the whole time attending the nursery.**

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**Pre-Existing Injury Form– To be retained for the entire time child attends.**

Child's Name	Age	Date
<p>Location:</p> <p>Date of injury:</p> <p>Time of Injury:</p> <p>Child taken to hospital or GP:</p> <p>Any medication administered:</p>		
Brief description of incident/accident:	<p>Location of injury:</p> 	
<p>Parent/guardian _____ sign</p> <p>Staff member who parent reported incident/accident to _____ sign</p> <p><b>This form is to be signed on the date of the date informed</b></p> <p><b>THIS FORM IS TO BE KEPT FOR THE ENTIRE ATTENDANCE.</b></p>		

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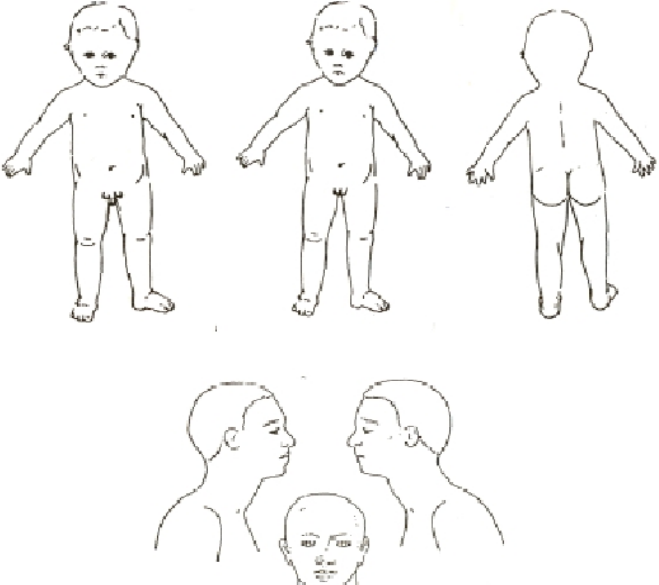
Follow up report if needed:	
<b>Nursery Manager sign:</b>	<b>Date:</b>

**Disclosure or Injury Log Form – To be retained for the entire time child attends.**

To be completed when a staff member notices an injury that causes concern or query over its cause. Also to record any disclosures made by a child to a staff member in line with the safeguarding policy.

Child's Name:	Date of Birth:	Date and time:
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<p>Nature of form completion:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Observation of child's play</li> <li><input type="checkbox"/> Behaviour displayed by parent/adult towards or about child</li> <li><input type="checkbox"/> Mark or injury on body</li> <li><input type="checkbox"/> Disclosure by child</li> <li><input type="checkbox"/> Other; Please specify:</li> </ul>
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<p>Description of observation/injury/disclosure:          (please include EXACT quotes by child if needed)</p>	<p>Location on body (if applicable):</p> 
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<p>Parent/Guardian informed? Yes / No</p> <p>If yes,          Name of staff member who informed parent:</p> <p>Log of interaction with parent/guardian:</p>
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Parent/guardian sign (if needed):	Date:
Staff member reporting incident sign:	Date:
Nursery Safeguarding Coordinator Advisor (or deputy) sign:	Date:
Nursery Manager Sign:	Date:

**This form is to be signed on the date of the date informed**  
**THIS FORM IS TO BE KEPT FOR 24 YEARS.**

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**Safeguarding Log**

Child's name:

<b>Date and time</b>	<b>Staff member</b>	<b>Log</b>	<b>Actions</b>	<b>Reported to</b>	<b>Additional notes</b>